



User Documentation V 4.0

INTRODUCTION.....	3
I. GETTING STARTED.....	3
A. TELECOMMUNICATIONS COORDINATOR APPOINTMENT.....	3
B. SYSTEM REQUIREMENTS.....	4
C. OBTAIN A DIGITAL ID.....	4
D. CREATE A SOI PUBLIC ACCOUNT	8
E. LOG IN	6
F. UPDATE USER PROFILE – ACCESS TO SOI DIRECTORY APPLICATION.....	ERROR! BOOKMARK NOT DEFINED.
II. WORK UNIT AND ADDRESS MAINTENANCE.....	9
A. ADD WORK UNIT	9
B. EDIT WORK UNIT.....	11
C. DELETE WORK UNIT.....	11
G. MOVE PEOPLE LISTING	12
H. MOVE BUSINESS LISTING	15
III. PEOPLE RECORDS	18
A. ADD PEOPLE	18
B. EDIT PEOPLE.....	22
C. ACTIVATE OR INACTIVATE PEOPLE	26
D. DELETE PEOPLE	26
IV. BUSINESS LISTINGS AND HEADINGS.....	28
A. BUSINESS CATEGORIES (TOP LEVEL HEADINGS)	28
B. ADD LOWER LEVEL HEADINGS AND BUSINESS LISTINGS	29
C. EDIT LOWER LEVEL HEADINGS AND BUSINESS LISTINGS	33
D. RE-ORGANIZE/RE-ORDER LOWER LEVEL HEADINGS AND BUSINESS LISTINGS.....	34
E. DELETE LOWER LEVEL HEADINGS AND BUSINESS LISTINGS	37
V. EXPORT	38
VI. WORKBOX.....	39
A. VIEW AUDIT LOG.....	39
B. PEOPLE LISTING ERRORS	40
C. VIEW PERSON DUPLICATES	41
VII. TELECOM ADMINISTRATOR.....	42
A. ADD ADDRESS	42
B. EDIT ADDRESS	45
C. DELETE ADDRESS	46
D. QUICK SEARCH	47
a. <i>Create Quick Search</i>	47
b. <i>Edit Quick Search</i>	48
c. <i>Delete Quick Search</i>	49
VII. ADDITIONAL INFORMATION AND CONTACTS	51
IMPORTANT NOTES TO REMEMBER:.....	52

Introduction

The DOIT Customer Service Center supervises the on-line publication of the State of Illinois Telephone Directory (SOI Directory) which is a central source for contacting all entitles of Illinois state government, and is the sole data source used by the State's Directory Assistance Operators. The SOI Directory contains business listings and alphabetical staff listings for state agencies, boards, commissions, and universities. The on-line State Directory is used by private citizens, state, local and federal government employees, as well as private sector institutions and businesses.

The SOI Directory is available on the State's home page at www.illinois.gov. Click on Government – click on State Phone Directory. Users can search by agency Business Listings or perform advanced searches to alphabetically locate state employees by name. Printable pdf versions of selected agency Business Listings and Employee Listings are also available.

The importance of maintaining correct and current listings cannot be overstated. This manual is published to help appointed Telecommunications Coordinators with the ongoing task. The SOI Directory Application is specially designed for the State of Illinois. It is remarkably easy to learn, user friendly in all phases of operation, and secure.

I. Getting Started

A. Telecommunications Coordinator Appointment

There are two types of Telecommunications Coordinators:

- a. **Primary** - has spending authority, can sign service orders, authorize billable repairs and password resets, and receives informational Bulletins.
- b. **Secondary** – has NO spending authority, can NOT sign service orders nor authorize billable repairs, can authorize password resets, and receives informational Bulletins.

Both Primary and Secondary Coordinators may be authorized to update the SOI Directory.

Each agency, board, commission, and/or university establishes its own publication policy. They determine which staff may (or may not) have their contact information published in the SOI Directory. They also appoint the Coordinator responsible for maintaining the SOI Directory listings and controlling the agency's published information. The Coordinator must be appointed in writing by the agency head (an agency's Director, a commission's Executive Director, elected Constitutional Officer, university Chancellor, etc.). The form required for Coordinator appointment is available on the administrative home page of the SOI Directory Application and is also available on the [Bureau of Communications and Computer Services \(DOIT\) web site at www.DoIT.illinois.gov](http://www.DoIT.illinois.gov). When completed, the form should be mailed to:

DOIT Customer Service Center
120 West Jefferson – 2nd Floor
Springfield, IL 62702

B. System Requirements

To gain access to the Application, users must have the following system requirements:

- A computer with Internet connection.
- Most up-to-date version of Internet Explorer.
- Popup blocker disabled. (You may need to engage your IT Manager or contact your IT Help Desk for assistance.)

Please contact DOIT Web Services at DoIT.webservices@illinois.gov for any issues related to system requirements. Other contact information for problem resolution is located in Section VIII.

C. Obtain a Public Account

The Application runs under DOIT Application Manager. Coordinators will be permitted administrative rights to add, change, and delete directory listings. They must have a Public Account to use the Application.

If you already have a Public Account, skip to **Section E Log In**.

If you do not have a Public Account, follow the steps below to register for the Telephone application. The process takes just a minute, and you will have instant, secure on-line access to the application.

Create a SOI Public Account

1. From an Internet browser, access: <https://DoITpublic.illinois.gov/telephone>. The “State of Illinois Public Account Portal” will appear on screen.



2. Click on “**Don’t have an Illinois Public Account?**” button. The “**Create a New Account**” portal webpage will appear on screen.

ILLINOIS.gov

Accounts QA » Create a new Account

Create a new Account

Self-Registration Form

All fields are required in order to create your Illinois Public Account.

*First Name:

*Last Name:

*Email Address:

*Confirm Email Address:

Confirm your email address. The two email addresses must match exactly.

*Choose your Username:

Examples: JohnSmith, JSmith.
Your Username can include letters, numbers, and periods (may not start or end with a period); and must be between 6 and 20 characters long.

*Password:

Enter a password that conforms to the State of Illinois password requirements ([Click here for requirements](#)).

*Confirm Password:

Confirm your password. The two passwords must match exactly.

3. Input your **"First Name"**
4. Input your **"Last Name"**
5. Input your **"Email Address"** (*business or personal email accepted*)
6. Input and **"Confirm Email Address"**
7. Input/create your **"Username"** in accordance with the criteria below:

Username Criteria

- Must be between 6 and 20 characters in length
- May contain letters, numbers and periods
- Should not start or end with a period

8. Input/Create a password in accordance with the State of Illinois Password Complexity Requirements listed below:

Password Criteria

(*ensure caps lock is deactivated, passwords are case sensitive*)

- Minimum password length is 8 characters
- Password may not contain your Public Login Account, First Name, or Last Name
- Password cannot have been previously used
- Password must contain characters from three of the following categories:
 - English UPPERCASE characters (*e.g. A through Z*)
 - English lowercase characters (*e.g. a through z*)
 - Base 10 numbers (*e.g. 0 through 9*)
 - Non-alphabetic characters (*e.g. !, @, #, \$, &*)

Tips for Strong Passwords

- Passwords are case sensitive, use a combination of uppercase and lowercase letters
- Use a mixture of letters, numbers, and special characters (*e.g. P@\$\$WORD*)
- Use supported non-alphabetic characters (*e.g. !, @, #, \$, &*)
- For a strong and easy to remember password, create a personal acronym

- Use a different password than your other online accounts

9. Input **“Password”**

10. Input and **“Confirm Password”**

11. Click on the **“Register”** Button

A **Confirmation Email** will be sent to your Email Address that you provided during the Illinois Public Account registration process. To complete the registration process, you will need to confirm your account by clicking on the link in the email. If you do not receive the confirmation email, check your Spam and Bulk Mail folders. It's possible that the email confirmation was tagged as spam by your email spam and bulk mail filter.

NOTE: The State of Illinois Public Domain includes a self-service password reset solution which allows employees the capability to reset their account password remotely if ever forgotten. Passwords for State of Illinois Public Accounts will expire every 364 days. If you forget your Public Account or Password, link to the State of Illinois **Public Domain**, click on the **Can't Access Your Account?** and follow the instructions on screen.

E. Log In

1. Open an Internet Browser.
2. Type <https://DoITpublic.illinois.gov/telephone> in the address line.
3. Click “Go.”
4. The “State of Illinois Public Account Portal” will appear on screen:



5. Enter Username and Password.

Note: If you have not previously used any DOIT web applications, you will be transferred to the Registration screen.

E. Log In**F. To access Telephone application:**

1. From Internet browser, access: <https://DoITpublic.illinois.gov/telephone> and the State of Illinois Public Account Portal will appear on screen.

The screenshot shows the login page for the Illinois Public Account Portal. At the top is a blue header with the "ILLINOIS.GOV" logo. Below the header, the page is divided into two main sections. The left section is titled "Sign up" and contains the text "Don't have an Illinois Public Account?" followed by a "Sign Up" button. The right section is titled "Sign in" and contains a "Username:" label with a text input field, a "Password:" label with a text input field, a "Remember Me" checkbox, a "Sign In" button, and a link that says "Can't access your account?".

2. Input your **"Illinois Public Account"**.
3. Input your **"Illinois Public Account Password"**.
4. **"Remember Me"** check box.
If using a private computer, this option retains your user Account for future Telephone access.
This option is **NOT RECOMMENDED** if you use a public workstation that is shared by multiple users.
5. Click the "Sign In" button to access Telephone.
6. Complete the one-time **"State of Illinois Employee eRegistration"** when prompted. You will only need to complete this step the first time you access the system. [State of Illinois eRegistration](#)

State of Illinois
eReg

ILLINOIS

Account Registration

Email Address:

Confirm Email:

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Phone Number:

Phone Type:

Birthdate:

Required to verify identity

PIN:

Create and enter a four-digit PIN

Confirm PIN:

Re-enter four-digit PIN

To verify identity, enter either full SSN or agency supplied Employee ID.

SSN:

- OR -

Employee ID:

If unaware of Employee ID, contact agency appointed payroll administrator

[Proceed with Registration](#)

7. Input your **“Email Address”**. (*business or personal email accepted*)
8. Input and **“Confirm Email Address”**.
9. **Optional Field** - From menu select a **“Prefix”**.
10. Input your **“First Name”**.
11. **Optional Field** - Input your **“Middle Name”**.
12. Input your **“Last Name”**.
13. **Optional Field** - From menu select **“Suffix”**.
14. Input your primary **“Phone Number”**. (*mobile, home, or work are acceptable*)
15. Input your **“Birthdate”**. (*mm/dd/yyyy*)
16. Input/create a four-digit **Personal Identification Number “PIN”**. (*the PIN protects your privacy and prevents unauthorized access to your account*)
17. Input and **“Confirm PIN”**
18. Input your **“Social Security Number”** or **“Employee ID”**. (*if you do not know your Employee ID, contact your agency appointed Payroll Administrator*)
19. Click on the **“Proceed with Registration”** button and the eRegistration page will appear on screen requesting verification of your personal information.
20. Click on **“Proceed with Registration”**.

F. How to log off from Telephone:

1. Click on the **“Log Off”** menu selection located on the right hand side of the top navigation menu.
2. Click on the **“Close Window Button”** to close the browser window.
3. Forgetting to log off poses a security risk with any computer that is accessible to other people and could potentially leave your State of Illinois Public Account open to abuse. To avoid misuse by others, remember to log off of or lock your computer whenever you leave it.

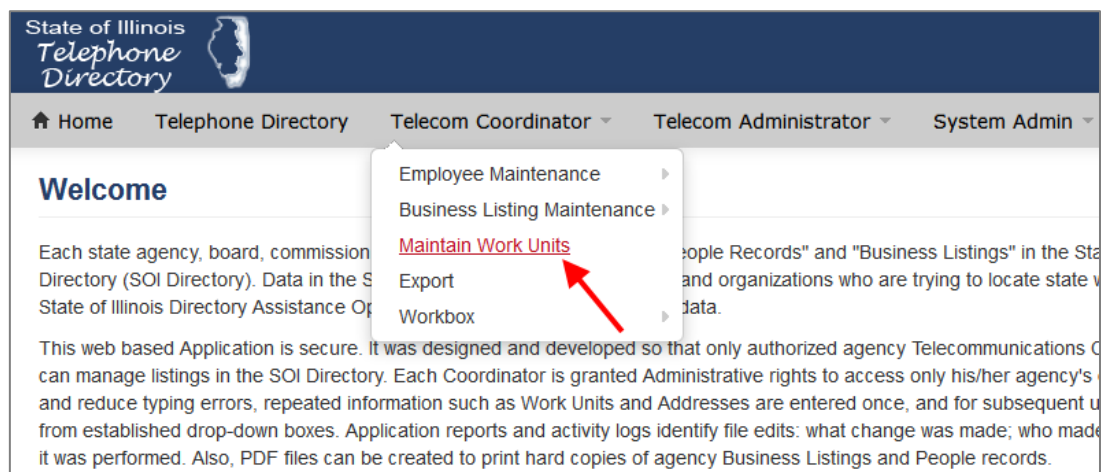
II. Work Unit and Address Maintenance

Coordinators create and maintain drop-down menus of agency Work Units and Addresses. It is important to maintain these two areas of the SOI Directory since most other functions relate to this information. Coordinators can **add**, **edit**, and **delete** Work Units and Addresses. Work Unit and Address screens identify edit dates and the individuals who last edited the records.

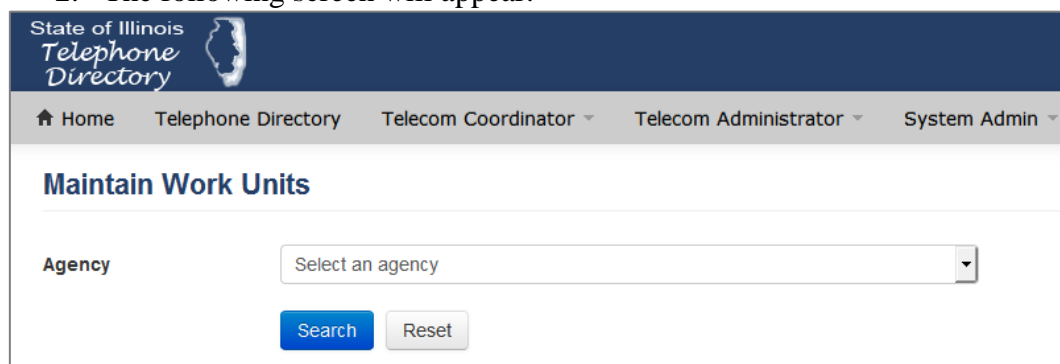
A. Add Work Unit

“Work Units” were created from data entered in the “Responsibility” field of MONIES records. When new Work Units are added, their names should be carefully considered. Abbreviations and acronyms may be understood by internal agency personnel, but outside users and State DA Operators may not understand the terminology or recognize what service or business function is performed by the group.

1. Click “Work Units” link on the Telecom Coordinator menu:



2. The following screen will appear:



3. Choose an agency from the dropdown list and then click “Search” button. The following screen will appear:

State of Illinois
Telephone Directory

Home Telephone Directory Telecom Coordinator Telecom Administrator System Admin Log Off

Maintain Work Units

Agency: Central Management Services

Search Reset

Search Results

Create Work Unit

Show 10 entries Filter:

Work Unit	Created Date	Created By	Action
Agency Services	07/25/2008	Unknown	Edit
Agency Services-State & Federal Surplus Property	03/20/2009	Betsy Hendricks	Edit
BCCS Service Management Office - Agency Relations	02/03/2015	Betsy Hendricks	Edit
BCCS-Bureau Manager's Office & Administration	08/14/2008	Nancy Diefenback	Edit
BCCS-Business Services	07/25/2008	Unknown	Edit
BCCS-Communication Management Center	07/25/2008	Unknown	Edit
BCCS-Customer & Account Mgmt and Reporting	08/18/2008	Nancy Diefenback	Edit
BCCS-Customer & Account Mgmt-HSP Radio	07/25/2008	Unknown	Edit
BCCS-Customer Support-CSC-IT Service Desk	08/01/2008	Nancy Diefenback	Edit

Showing 1 to 10 of 70 entries First Previous 1 2 3 4 5 Next Last

4. Click “Create Work Unit” link. The following pop-up will appear:

Create Work Unit

Work Unit

Save Close

5. Enter Work Unit Name and Click “Save” button. The following Screen will appear confirming the addition of new Work Unit:

Maintain Work Units

Save is successful.

Agency: Central Management Services

Search Reset

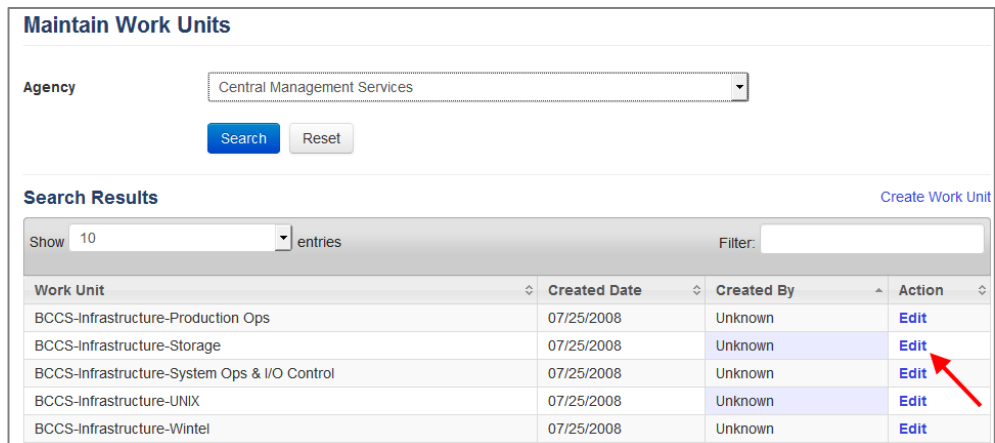
Search Results

Show 10 entries Filter:

Work Unit	Created Date	Created By
	07/25/2008	Unknown

B. Edit Work Unit

1. Click “Edit” link on right side of the page.



Maintain Work Units

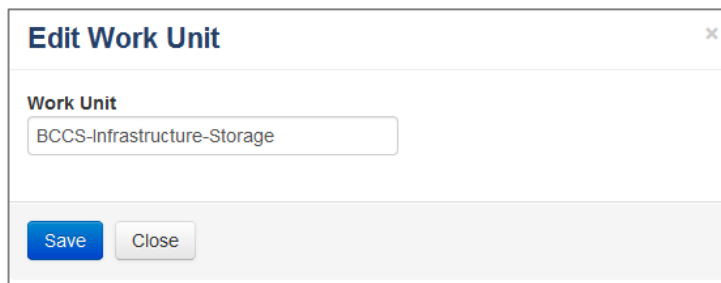
Agency:

Search Results [Create Work Unit](#)

Show entries Filter:

Work Unit	Created Date	Created By	Action
BCCS-Infrastructure-Production Ops	07/25/2008	Unknown	Edit
BCCS-Infrastructure-Storage	07/25/2008	Unknown	Edit
BCCS-Infrastructure-System Ops & I/O Control	07/25/2008	Unknown	Edit
BCCS-Infrastructure-UNIX	07/25/2008	Unknown	Edit
BCCS-Infrastructure-Wintel	07/25/2008	Unknown	Edit

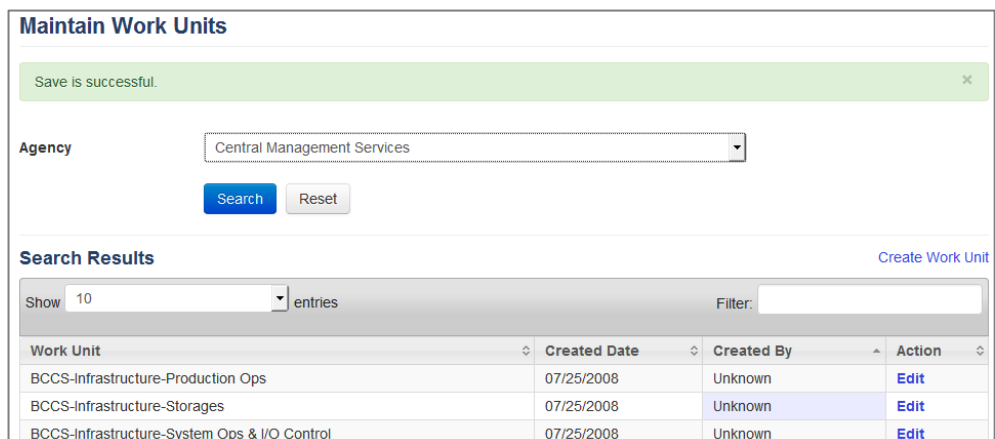
2. The following pop-up will appear:



Edit Work Unit

Work Unit:

3. Make change(s) to the Work Unit Name and Click “Save” button. The following screen will appear confirming the change applied:



Maintain Work Units

Save is successful.

Agency:

Search Results [Create Work Unit](#)

Show entries Filter:

Work Unit	Created Date	Created By	Action
BCCS-Infrastructure-Production Ops	07/25/2008	Unknown	Edit
BCCS-Infrastructure-Storages	07/25/2008	Unknown	Edit
BCCS-Infrastructure-System Ops & I/O Control	07/25/2008	Unknown	Edit

C. Delete Work Unit

1. Click “Delete” link on right side of the page.

Search Results [Create Work Unit](#)

Show 10 entries Filter:

Work Unit	Created Date	Created By	Action
BCCS-Customer Support-CSC-Telecom Service Desk	08/01/2008	Unknown	Edit
BCCS-Customer Support-End User Computing	07/25/2008	Unknown	Edit
BCCS-End User Computing-Service Management	09/17/2014	Unknown	Edit
BCCS-Enterprise Applications-Applications	07/25/2008	Unknown	Edit
BCCS-Enterprise Applications-Architecture & QA	08/20/2008	Unknown	Edit
BCCS-Enterprise Applications-LAN App Development	07/23/2010	Unknown	Edit
BCCS-Enterprise Applications-Web Services	07/25/2008	Unknown	Edit
BCCS-Enterprise Applications-Workflow	07/25/2008	Unknown	Edit
BCCS-Enterprise Project Management	08/18/2008	Unknown	Edit
BCCS-Infrastructure-iOS	08/24/2015	Unknown	Edit Delete

Showing 11 to 20 of 71 entries

First Previous 1 2 3 4 5 Next Last

Note: The delete link is not shown if there are People in the selected Work Unit.
A Work Unit cannot be deleted until People Records are removed.

- The following pop-up will appear:

Please Confirm: press 'OK' to delete this work unit; press 'Cancel' to return to the list

[Cancel](#) [OK](#)

Click on “Ok” button to delete the Work Unit.

- The following screen will appear confirming the deletion:

Maintain Work Units

Delete is successful.

Agency

[Search](#) [Reset](#)

Search Results

G. Move People Listing

This function is used to relocate or move a group of People Listings from one Address to another.

- Click “Address” link on left side of the page.



2. The following screen will appear:

State of Illinois Telephone Directory

Home Telecom Coordinator Telecom Administrator System Admin Log Off

Move People Listing

Agency All agencies

Last Name

First Name

Location

Search Reset

3. Enter at least one search criteria and click “Search” button. The following screen will appear with the Search Results:


Move People Listing

Agency: All agencies

Last Name:

First Name:

Location: 120 W Jefferson Communication Ctr FL 2 Springfield



New Address:

Search Results

Show 10 entries Filter:

Employee Name	Contact Information	Select
Lister, Dave	Central Management Services BCCS-Enterprise Applications-Applications 120 W Jefferson Communication Ctr - FL 2 Springfield, IL 62702-5103	<input type="checkbox"/>
Doe, Jane	Central Management Services BCCS-Customer Support-CSC-Telecom Service Desk 120 W Jefferson Communication Ctr - FL 2 Springfield, IL 62702-5103	<input type="checkbox"/>
Don, Joe	Central Management Services BCCS-Customer Support-CSC-IT Service Desk 120 W Jefferson Communication Ctr - FL 2	<input type="checkbox"/>

4. Click the checkbox(es) of the Address(es) from which you want to move listings. Both the “New Address” field and “Move” button will be enabled. Selecting the checkbox in the “Select” column header will select/deselect all of the items on the list:


Move People Listing

Agency: All agencies

Last Name:

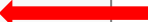

First Name:

Location: 120 W Jefferson Communication Ctr FL 2 Springfield

 New Address:

Search Results

Show 10 entries Filter:

Employee Name	Contact Information	Select
Lister, Dave	Central Management Services BCCS-Enterprise Applications-Applications 120 W Jefferson Communication Ctr - FL 2 Springfield, IL 62702-5103	<input checked="" type="checkbox"/> 
Doe, Jane	Central Management Services BCCS-Customer Support-CSC-Telecom Service Desk 120 W Jefferson Communication Ctr - FL 2 Springfield, IL 62702-5103	<input checked="" type="checkbox"/> 
Doe, John	Central Management Services	<input type="checkbox"/>

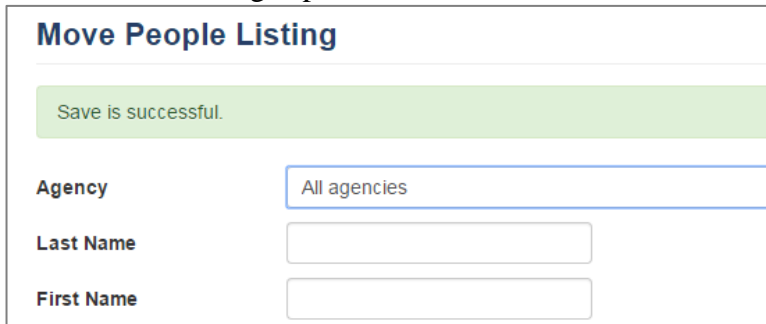
5. Type in a “New Address” (the new location) from the autocomplete list.
Note: The New Address must already be in the system. If it is not, enter it as a new Address -- see **Adding Address, Section II. D.**
6. Check the People Record(s) to be relocated “FROM” the current Address “TO” the new Address. Check the individual records/listings that should move.
7. Click “Move” button. The following pop-up will appear to confirm the move to the new location:



Please confirm moving the selected items to this new address:
300 W Main STE 500 Belleville

Cancel OK

9. Click “OK” button to complete the address change. The following screen appears to confirm the listings update:



Move People Listing

Save is successful.

Agency: All agencies

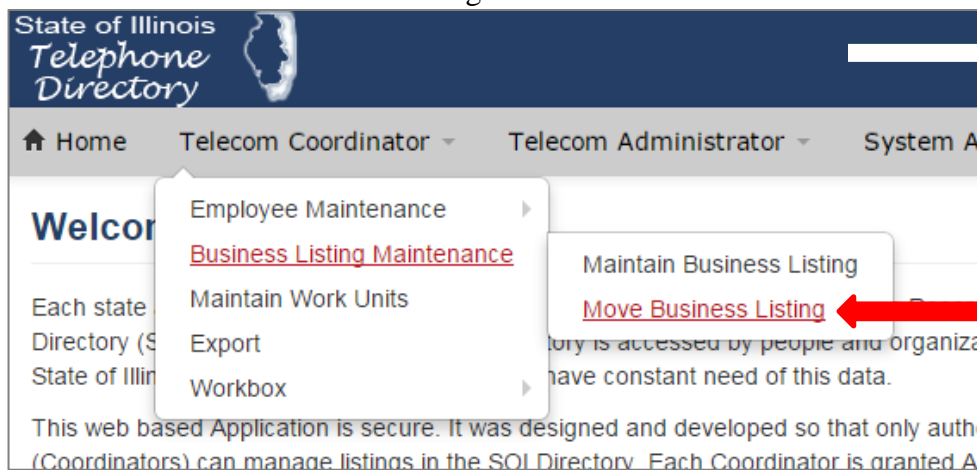
Last Name:

First Name:

H. Move Business Listing

This function is used to relocate or move a group of People Records and/or Business Listings from one Address to another. A Global Change can be used to relocate SOME or ALL People Records and Business Listings to the Address you select.

1. Click “Move Business Listing” link on the menu:



2. The following screen will appear:

The screenshot shows the 'Move Business Listing' form in the State of Illinois Telephone Directory. The form has a header with the logo and navigation links: Home, Telecom Coordinator, Telecom Administrator, System Admin, and Log Off. The form fields include: Agency (dropdown menu with 'All agencies' selected), Last Name (text input), First Name (text input), and Location (text input). Below the fields are 'Search' and 'Reset' buttons.

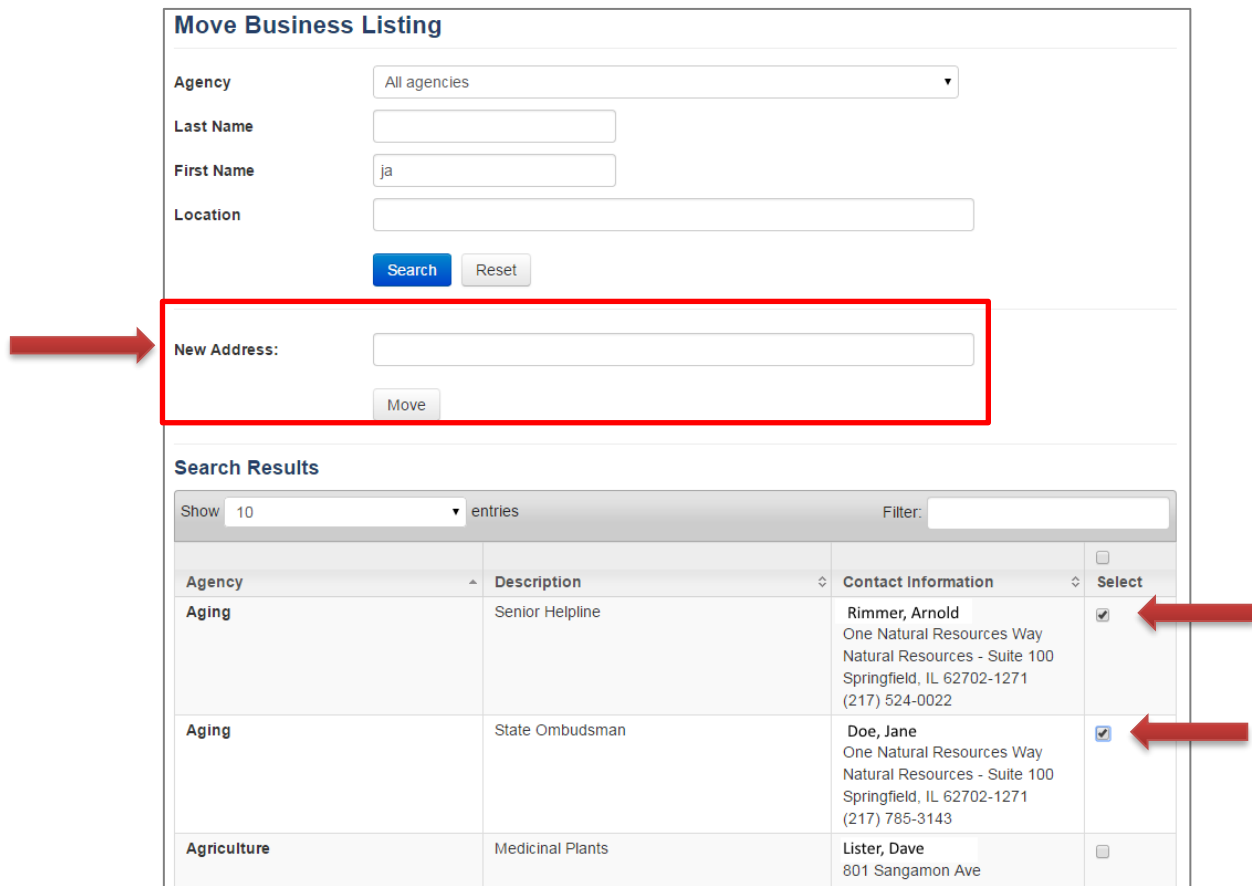
3. Enter at least one search criteria and click “Search” button. The following screen will appear with the Search Results:

This screenshot shows the 'Move Business Listing' form after a search. The 'First Name' field is filled with 'ja'. A red arrow points to the 'Search' button. Below the search fields is a 'New Address' section with a text input and a 'Move' button. Another red arrow points to the 'Search Results' section, which contains a table of results.

Search Results

Agency	Description	Contact Information	Select
Aging	Senior Helpline	Rimmer, Arnold One Natural Resources Way Natural Resources - Suite 100 Springfield, IL 62702-1271 (217) 524-0022	<input type="checkbox"/>
Aging	State Ombudsman	Doe, Jane One Natural Resources Way Natural Resources - Suite 100 Springfield, IL 62702-1271 (217) 785-3143	<input type="checkbox"/>
Agriculture	Medicinal Plants	Lister, Dave 801 Sangamon Ave	<input type="checkbox"/>

4. Click the checkbox(es) of the Address(es) from which you want to move listings. Both the “New Address” field and “Move” button will be enabled. Selecting the checkbox in the “Select” column header will select/deselect all of the items on the list:



Move Business Listing

Agency: All agencies

Last Name:

First Name: ja

Location:

Search Reset

New Address:

Move

Search Results

Show 10 entries Filter:

Agency	Description	Contact Information	Select
Aging	Senior Helpline	Rimmer, Arnold One Natural Resources Way Natural Resources - Suite 100 Springfield, IL 62702-1271 (217) 524-0022	<input checked="" type="checkbox"/>
Aging	State Ombudsman	Doe, Jane One Natural Resources Way Natural Resources - Suite 100 Springfield, IL 62702-1271 (217) 785-3143	<input checked="" type="checkbox"/>
Agriculture	Medicinal Plants	Lister, Dave 801 Sangamon Ave	<input type="checkbox"/>

8. Type in a “New Address” (the new location) from the autocomplete list.
Note: The New Address must already be in the system. If it is not, enter it as a new Address -- see **Adding Address, Section II. D.**
9. Check the Business Listing(s) to be relocated “FROM” the current Address “TO” the new Address. Check the individual records/listings that should move.
10. Click “Move” button. The following pop-up will appear to confirm the move to the new location:

Please confirm moving the selected items to this new address:
300 W Main STE 500 Belleville

Cancel OK

9. Click “OK” button to complete the address change. The following screen appears to confirm the listings update:

Move Business Listing

Save is successful.

Agency: All agencies

Last Name:

First Name:

III. People Records

Coordinators may **add**, **edit**, **activate/deactivate**, and **delete** People Records in the SOI Directory. Records display the entry or last edit date and the Coordinator responsible for the entry/edit.

A “People Record” consists of the following information. * Designates required fields for publication in People Records.

- Last Name*
- First Name*
- Middle Name/Initial
- Nick Name
- Designation (Jr., Sr., Col., III, etc.)
- Email Address (if desired)
- Mobile Phone Number (if desired)
- Agency
- Work Unit
- Work Phone*
- Address*

The SOI Directory Application also allows an agency to maintain People Records for eventual publication of its own, internal agency Directory. People Records can be entered and NOT published in the Directory available on the state’s home page.

A. Add People

1. Click on the “Maintain Employee” link on the dropdown menu.



2. The following screen will appear:

Maintain Employee

Each agency establishes its own publication policy - i.e. which staff may (or may not) have their contact information published in the SOI Directory. The designated Coordinator controls his/her agency's published information.

Coordinators may Add/Create People records, Edit People Records, Inactivate People Records, and Re-Activate People records. The Application also permits global changes for large groups of staff.

Agency

Last Name

First Name

3. Enter the Search Criteria and click the “Search” button. The following screen will appear:

Maintain Employee

Each agency establishes its own publication policy - i.e. which staff may (or may not) have their contact information published in the SOI Directory. The designated Coordinator controls his/her agency's published information.

Coordinators may Add/Create People records, Edit People Records, Inactivate People Records, and Re-Activate People records. The Application also permits global changes for large groups of staff.

Agency

Last Name

First Name

[Create Employee](#)

Search Results

Show entries Filter:

Employee Name	Agency	Work Unit	Status	Action
Ellison, Harlan	Human Services	Rehab Springfield Field Office	Active	Edit Delete
Everett, Harry	Emergency Management Agency	Radiochemistry	Inactive	Edit Delete
Everett, Mary	Criminal Justice Information Authority	Executive Director	Active	Edit Delete
Ellison, Larry	Emergency Management Agency	Radiochemistry	Inactive	Edit Delete
Eagle, Jane	Healthcare and Family Services	Division of Child Support Services	Active	Edit Delete
Eager, Dave	Transportation	Mat'l & Phy Res	Active	Edit Delete
Enager, Dave	Transportation	Mat'l & Phys Research	Active	Edit Delete
Engle, Oliver	State Lottery	Fiscal Operations	Active	Edit Delete
Ensign, Slade	Gaming Board	Illinois Gaming Board	Active	Edit Delete
Esstein, Kenshin	Human Services	F&CS Kane County Benefits Office	Active	Edit Delete

Showing 1 to 10 of 12 entries [First](#) [Previous](#) 1 **2** [Next](#) [Last](#)

4. Click the “Create Employee” button. The following screen will appear:

Create Employee

Last Name *

First Name *

Middle Name

Preferred Name

Suffix

Agency *

Select an agency

Work Unit *

Save

Reset

[Back to List](#)

People records contain two sections:

Personal Information - Identifies the name, preferred name, suffix, agency, and work unit information specific to this employee.

Work Phone and Address - Identifies contact information for the employee and whether or not listings should be published.


4. Enter Personal Information:

- First Name and Last Name are required fields.
- Upper and/or lower case can be used.
- Select Work Unit from the drop-down box.
- Enter e-mail if desired and check box **only** if it should be published.
- Enter Cell Phone number and check box **only** if it should be published.

If person IS NOT to be included in People Listings, but will be referenced as part of a Business Listing, click “Save” button. (The Work Phone and Address for the Business listing are entered on a separate screen.)

5. Enter Work Phone(s) and Address(es):

If “person” IS to be included in the People Listings, the Work Phone and Address are required.

- Enter Work Phone (10 digit number = XXXXXXXXXX). If the work phone is from a foreign country, click  and select the country.
- Enter extension number.
- Select Address from drop-down menu.

6. System default checks the box to publish the People Record. To avoid publication, the “Publish” box must be un-checked.

7. Click “Save” button. The following screen will appear to confirm the saved People Record:

Edit Employee

[Back to List](#)

Save is successful. ✕

Last Name*

First Name*

Middle Name

Preferred Name

Suffix

Working Title

Agency*

Work Unit* [Create Work Unit](#)

Active ☒ Yes ☐ No

[Save](#) [Reset](#) [Delete](#)

People Listing [Create People Listing](#)

Show entries Filter:

Phone	Contact Information	Published	Action
(111) 111-1111 (C)	Central Management Services BCCS-Enterprise Applications-Applications	No	Edit Delete
(217) 785-1450 (W)	Central Management Services BCCS-Enterprise Applications-Applications	Yes	Edit Delete

5. If more than one Work Phone and/or Address is/are needed, add multiple listings by clicking on “Create People Listing” button. The following pop-up will appear:

Create People Listing ✕

Phone Number* **Phone Extension**

Phone Type*

Address

Email Address

Email Type

Published ☐ Yes ☒ No

[Save](#) [Close](#)

6. Enter the additional telephone number and extension. Select additional Address from the drop-down list.
7. Click “Save” button. The following screen will appear to confirm the saved People Record:

Edit Employee

[Back to List](#)

Save is successful. ✕

Last Name*

First Name*

Middle Name

Preferred Name

Suffix

Working Title

Agency*

Work Unit* [Create Work Unit](#)

Active ☒ Yes ☐ No

[Save](#) [Reset](#) [Delete](#)

People Listing [Create People Listing](#)

Show entries Filter:

Phone	Contact Information	Published	Action
(111) 111-1111 (C)	Central Management Services BCCS-Enterprise Applications-Applications	No	Edit Delete
(217) 785-1450 (W)	Central Management Services BCCS-Enterprise Applications-Applications	Yes	Edit Delete

B. Edit People

1. Click the “Maintain Employee” link on the menu.



2. The following screen will appear:

Maintain Employee

Each agency establishes its own publication policy - i.e. which staff may (or may not) have their contact information published in the SOI Directory. The designated Coordinator controls his/her agency's published information.

Coordinators may Add/Create People records, Edit People Records, Inactivate People Records, and Re-Activate People records. The Application also permits global changes for large groups of staff.

Agency

Last Name

First Name

Select People Record for editing using one of the following methods:

- Search by first or last name (type name and click “Search People” button), or;
- Click on first letter of either Last Name, or;
- Click on first letter of First Name, or;
- Select a Work Unit in drop-down box, then click “Select People from Work Unit” button.

The following search result screen will appear:

Maintain Employee

Each agency establishes its own publication policy - i.e. which staff may (or may not) have their contact information published in the SOI Directory. The designated Coordinator controls his/her agency's published information.

Coordinators may Add/Create People records, Edit People Records, Inactivate People Records, and Re-Activate People records. The Application also permits global changes for large groups of staff.

Agency

Last Name

First Name

Search Results

[Create Employee](#)

Show entries Filter:

Employee Name	Agency	Work Unit	Status	Action
Ellison, Harlan	Human Services	Rehab Springfield Field Office	Active	Edit Delete
Everett, Harry	Emergency Management Agency	Radiochemistry	Inactive	Edit Delete
Everett, Mary	Criminal Justice Information Authority	Executive Director	Active	Edit Delete
Ellison, Larry	Emergency Management Agency	Radiochemistry	Inactive	Edit Delete
Eagle, Jane	Healthcare and Family Services	Division of Child Support Services	Active	Edit Delete
Eager, Dave	Transportation	Mat'l & Phy Res	Active	Edit Delete
Enager, Dave	Transportation	Mat'l & Phys Research	Active	Edit Delete
Engle, Oliver	State Lottery	Fiscal Operations	Active	Edit Delete
Ensign, Slade	Gaming Board	Illinois Gaming Board	Active	Edit Delete
Esstein, Kenshin	Human Services	F&CS Kane County Benefits Office	Active	Edit Delete

Showing 1 to 10 of 12 entries First Previous 1 2 Next Last

3. Click desired name to open People Record. The following entry screen will appear:

Edit Employee

[Back to List](#)

Last Name*

First Name*

Middle Name

Preferred Name

Suffix

Agency*

Work Unit*

Active ☐ Yes ☒ No

People Listing

[Create People Listing](#)

Show entries Filter:

Phone	Contact Information	Published	Action
(217) 782-2027 (W)	Environmental Protection Agency GPSI Intern 1001 N Grand Ave E Springfield, IL 62702	No	Edit Delete

Showing 1 to 1 of 1 entries First Previous 1 Next Last

[Back to List](#)

4. Edit Personal Information:

- First Name and Last Name are required fields.
- Upper and/or lower case can be used.
- Select Work Unit from the drop-down box.
- Edit e-mail if desired and check box **only** if it should be published.
- Edit Cell Phone number and check box **only** if it should be published.

If person IS NOT to be included in People Listings, but will be referenced as part of a Business Listing, click “Save” button. (The Work Phone and Address for the Business listing are entered on a separate screen.)

5. Edit Work Phone(s) and Address(es):

If “person” IS to be included in the People Listings, the Work Phone and Address are required.

- Edit Work Phone (10 digit number = XXXXXXXXXX). If the work phone is from a foreign country, click and select the country.
 - Edit extension number.
 - Select Address from drop-down menu.
6. System default checks the box to publish the People Record. To avoid publication, the “Publish Record” box must be un-checked.
7. If more than one Work Phone and/or Address is/are needed, add multiple listings by clicking on “Create People Listing” button. The following pop-up will appear:

Create People Listing

Country Code *
 USA/Canada ▼

Phone Number * **Phone Extension**
 () -

Phone Type *
 Select a phone type ▼

Address

Email Address

Email Type
 Select a email type ▼

Save **Close**

8. Enter the additional telephone number and extension. Select additional Address from the drop-down list.
9. Click “Save” button. The following screen will appear to confirm the edited People Record was saved:

Edit Employee

[Back to List](#)

Save is successful.

Last Name * Wayne

First Name * John

Middle Name

Preferred Name

Suffix

Working Title

Agency * Central Management Services ▼

Work Unit * BCCS-Enterprise Applications-Applications ▼ **Create Work Unit**

Active ☒ Yes ☐ No

Save **Reset** **Delete**

People Listing

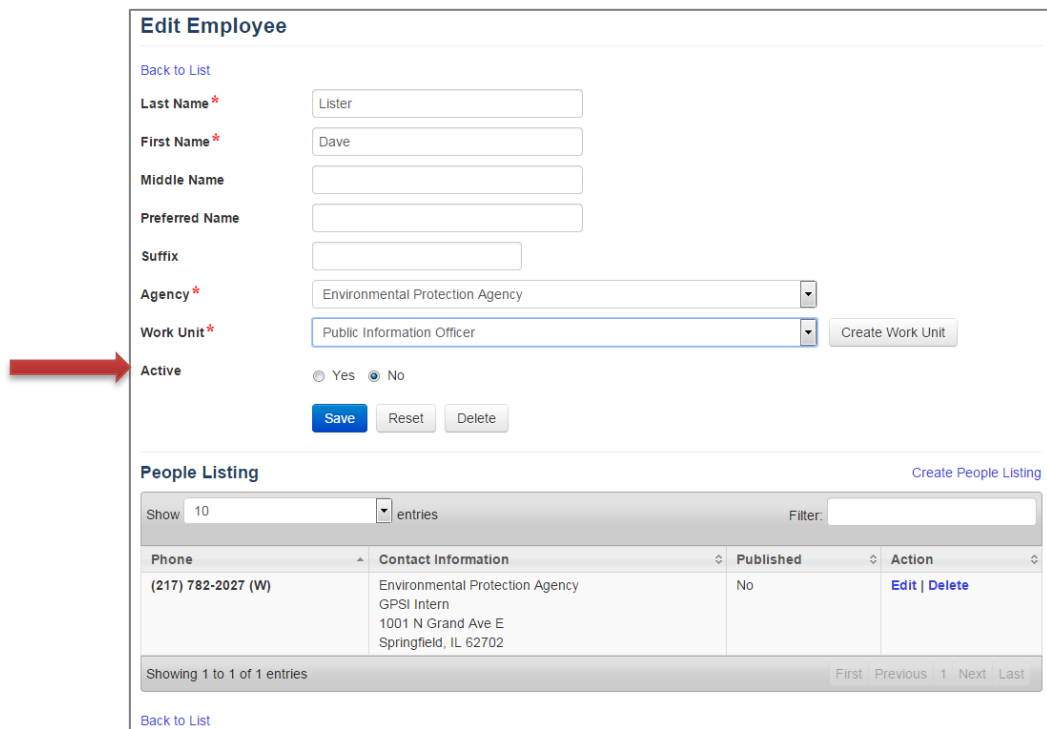
[Create People Listing](#)

Show 10 entries Filter:

Phone	Contact Information	Published	Action
(111) 111-1111 (C)	Central Management Services BCCS-Enterprise Applications-Applications	No	Edit Delete
(217) 785-1450 (W)	Central Management Services BCCS-Enterprise Applications-Applications	Yes	Edit Delete

C. Activate or Inactivate People

1. Select an employee to active/deactivate and go to the Edit Employee screen :



Edit Employee

[Back to List](#)

Last Name*

First Name*

Middle Name

Preferred Name

Suffix

Agency*

Work Unit* [Create Work Unit](#)

Active ☐ Yes ☒ No

[Save](#) [Reset](#) [Delete](#)

People Listing [Create People Listing](#)

Show 10 entries Filter:

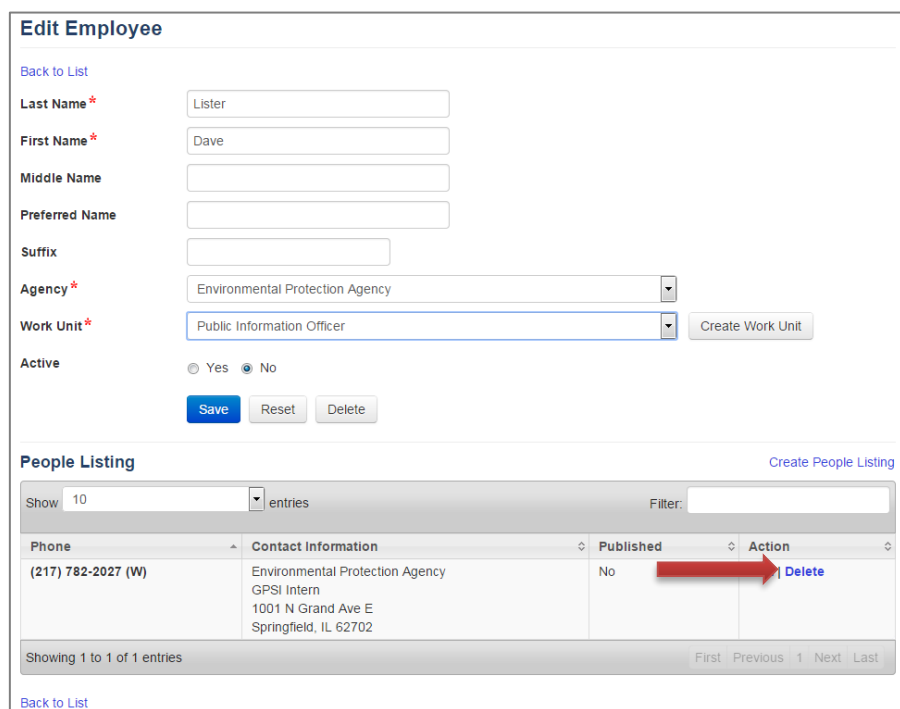
Phone	Contact Information	Published	Action
(217) 782-2027 (W)	Environmental Protection Agency GPSI Intern 1001 N Grand Ave E Springfield, IL 62702	No	Edit Delete

Showing 1 to 1 of 1 entries [First](#) [Previous](#) 1 [Next](#) [Last](#)

[Back to List](#)

D. Delete People

1. Select an employee to delete and go to the Edit Employee screen :



Edit Employee

[Back to List](#)

Last Name*

First Name*

Middle Name

Preferred Name

Suffix

Agency*

Work Unit* [Create Work Unit](#)

Active ☐ Yes ☒ No

[Save](#) [Reset](#) [Delete](#)

People Listing [Create People Listing](#)

Show 10 entries Filter:

Phone	Contact Information	Published	Action
(217) 782-2027 (W)	Environmental Protection Agency GPSI Intern 1001 N Grand Ave E Springfield, IL 62702	No	Delete

Showing 1 to 1 of 1 entries [First](#) [Previous](#) 1 [Next](#) [Last](#)

[Back to List](#)

- Click on the “Delete” link to be delete. The following pop-up confirmation will appear:

Please Confirm: press 'OK' to delete this employee; press 'Cancel' to return to the list

Click “OK.”

- The following screen will appear to confirm the record deletion:

Maintain Employee

Delete is successful.

Each agency establishes its own publication policy - i.e. which staff may (or may not) have their contact information. The designated Coordinator controls his/her agency's published information.

Coordinators may Add/Create People records, Edit People Records, Inactivate People Records, and Re-Activate People Records. The Coordinator also permits global changes for large groups of staff.

Agency

Last Name

- To delete only phone number and/or contact information. Check “Delete” link(s) adjacent to the desired listing(s), select an employee and go to the “Edit Employee” page:

Edit Employee

[Back to List](#)

Last Name*

First Name*

Middle Name

Preferred Name

Suffix

Working Title

Agency*

Work Unit*

Active ☒ Yes ☐ No

People Listing [Create People Listing](#)

Show entries Filter:

Phone	Contact Information	Published	Action
(217) 785-5018 (W)	Transportation Information Process 2300 S Dirksen Pkwy Hanley Bldg - RM 019 Springfield, IL 62764	No	Edit

Showing 1 to 1 of 1 entries First Previous 1 Next Last

5. Click “Delete” link to delete only the selected Telephone and Address information. The following screen will appear to confirm the altered record was saved:

The screenshot shows a web form titled "Edit Employee". At the top left, there is a link "Back to List". Below it, a green message box states "Delete is successful." The form contains four input fields: "Last Name *" with the value "Wayne", "First Name *" with the value "John", "Middle Name" (empty), and "Preferred Name" (empty). A blue cursor is visible at the bottom of the "Preferred Name" field.

IV. Business Listings and Headings

SOI Directory Business Listings are similar to business listings in public telephone directories. They contain important office and work section telephone information arranged somewhat by the agency’s organizational structure. Highlighted headings and proper indentation establish bureaus, departments, and work sections.

Business Listings are more complex than People Records so adding/updating listings will need several extra seconds of processing time.

A. Business Categories (Top Level Headings)

Business Categories are system defined. The four categories provide the general structure of all agencies’ Business Listings. In viewing the SOI Directory, Business Categories are shaded and appear centered on the page. An agency may use one, two, three, or all four Business Categories. These headings do NOT contain any person’s name, address, or telephone number. To maintain consistency throughout the SOI Directory, they appear in this order:

The screenshot shows a dropdown menu for "Business Category *". The menu is open, displaying four options: "Select a business category" (highlighted in blue), "HOT LINES", "CHICAGO", "SPRINGFIELD", and "REGIONAL". Below the dropdown, the text "Search Results" is partially visible.

Under each Category, additional Lower Level Headings and Business Listings may be created. To visually distinguish between headings and names of large business units, the Application allows for shading and the addition of blank lines to separate text. Four levels of indentation also establish bureaus, departments, and work sections. **As is standard within telephone directory publications, listings under each category should be alphabetized.**

B. Add Lower Level Headings and Business Listings

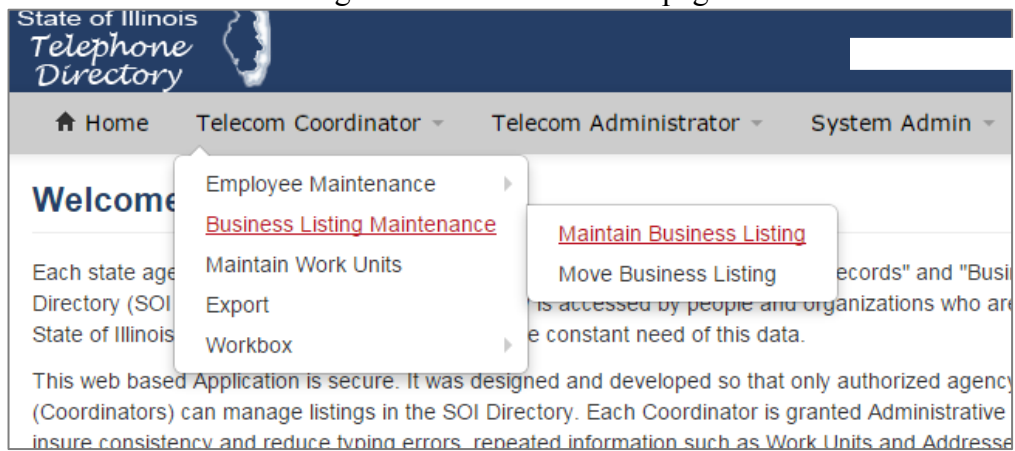
Subsequent Lower Level Headings and Business Listings:

- a. Permit adding a “blank” line between entries.
- b. Permit address, telephone, and descriptions as optional information.
- c. Permit shading. (The name of a bureau or department can be shaded.)
- d. Permit indenting to show order and reporting structure.
- e. Should be alphabetized within each heading. Remember, this is a phone book, *NOT* an organizational chart! Furthermore, users are accustomed to alphabetization within sections.

Lower Level Headings and Business Listings are indented to visually illustrate relationships between entries. Example:

	SPRINGFIELD	(Top Level Heading)
Test Department		(entered as sub-item under Springfield)
Executive Director		(entered as sub-item under Test Department)
Administrative Assistant		(entered as sub-item under Test Department)
Team A		(entered as sub-item under Test Department)
Group 1		(entered as sub-item under Team A)
Project 2		(entered as sub-item under Team A)
Research		(entered as sub-item under Team A)
Section		(entered as sub-item under Team A)
Basic Tests		(entered as sub-item under Section)
Group Plans		(entered as sub-item under Section)
New Developments		(entered as sub-item under Section)
Work Unit B		(entered as sub-item under Test Department)
Work Department		(entered as sub-item under Springfield)
Office Assistant		(entered as sub-item under Work Department)
Work Unit C		(entered as sub-item under Work Department)
Export Process Staff		(entered as sub-item under Work Unit C)
Import Process Staff		(entered as sub-item under Work Unit C)
Archives		(entered as sub-item under Export Process Staff)
Copy Services		(entered as sub-item under Export Process Staff)
Electronic Services		(entered as sub-item under Copy Services)
Manual Printing		(entered as sub-item under Copy Services)
Work Unit D		(entered as sub-item under Work Department)

1. Click “Business Listing” link on left side of the page.



2. The following screen will appear:

The screenshot displays the 'Maintain Business Listing' page. At the top, there's a header with the 'State of Illinois Telephone Directory' logo and navigation links: Home, Telecom Coordinator, Telecom Administrator, System Admin, and Log Off. The main heading is 'Maintain Business Listing'. Below this, a paragraph states: 'Each agency establishes its own publication policy - i.e. which staff may (or may not) have information published in designated Coordinator controls his/her agency's published information.' Another paragraph follows: 'Coordinators may Add/Create Business Listing records, Edit Business Listing records, Publish Business Listing records, and Delete Business Listing records.' The form section contains two required dropdown menus: 'Agency' (with the placeholder 'Select an agency') and 'Business Category' (with the placeholder 'Select a business category'). At the bottom of the form are two buttons: 'Search' and 'Reset'.

The view of Business Listings is filtered by the Business Category (Top Level Headings) to minimize the need for scrolling.

3. Select the Business Category to be displayed. The following screen will appear: (Example displays “Springfield.”)

Maintain Business Listing

Each agency establishes its own publication policy - i.e. which staff may (or may not) have information published in the SOI Business Listing. The designated Coordinator controls his/her agency's published information.

Coordinators may Add/Create Business Listing records, Edit Business Listing records, Publish Business Listing records, and Un-Publish Business Listing records.

Agency*

Business Category*

Search Results

Show entries Filter:

Description	Contact Information	Published	Action
[blank line]		True	Edit Delete Create
Office of The Director		True	Edit Delete Create
Director	Tyrrell, Tom 401 S Spring Stratton Bldg - RM 715 Springfield, IL 62706-4100 (217) 782-2141	True	Edit Delete Create
Special Assistant	Armstrong, Marcia 401 S Spring Stratton Bldg - RM 715 Springfield, IL 62706-4100 (217) 782-2141	True	Edit Delete Create
Administrative Assistant	Mason, Anna	True	Edit Delete Create

4. Identify the heading/listing under which the new entry should be made. Click “Create” link on same row as the item that you want to add it under. The following pop-up will appear:

Create Business Listing

Blank Line ☐ Yes ☒ No **Shaded Line** ☐ Yes ☒ No **Indent**

Description

Position After

Person

Address

Country Code

Phone Number **Phone Extension**

Phone Type

Published
☐ Yes ☒ No

5. Enter Business Listing information:
 - a. **Blank Line:** If only a blank line is needed for visual clarity, check “Yes” for “Blank Line”, leaving *all* remaining fields empty.
 - b. **Shaded Line:** If this entry is a new bureau, department, or section Heading, shading the entry can provide visual clarity. If so, select the “Yes” button.
 - c. **Indent:** Select the indentation level of this Business Listing from the drop-down list.
 - d. **Description:** Enter description/listing for this Business Listing.
 - e. **Position After:** Select desired Position for the new Heading/Listing using the drop-down box. Drop-down will identify all possible insertion locations within this indentation level.
 - f. **Person:** If needed, select and include an individual’s name in the Business Listing. Choose from People Records already established in the drop-down box. Leave the field blank if no name is associated with the Business Listing.
 - g. **Address:** If needed, type and select an address from the autocomplete drop-down list. Leave the field blank if no address is associated with the Business Listing (i.e. headings only).
 - h. **Country Code:** Enter a foreign telephone number by selecting appropriate country name from the drop-down list.
 - i. **Telephone:** Enter 10 digit phone number (XXXXXXXXXX). Leave the field blank if this entry is a heading only with no associated Phone number.
 - j. **Extension:** Enter any extension associated with this telephone number.
 - k. **Phone Type:** If a telephone number is entered for this business listing, select a phone type from the drop-down list.
 - l. **Publish:** Check “Yes” if this Business Listing is viewable by the public.
 - m. Click “Save Item” button. System returns to the main “Business Listing” screen now displaying the new entry.

Business Listing Tips:

If the agency provides a specific service or product to others, it is important to include a Business Listing that identifies that service or product by name so that the public and State DA Operators can identify the contact information.

EXAMPLE: [Business Listing for State Agency X:](#)

	Chicago	
Production and Field Services	111 Main Street, Hamilton Building, Chicago 60601	312-555-6666

Problem: Agency X produces maps of the State Capitol Complex and provides them free to anyone who requests a copy. The Production and Field Services work unit produces and distributes these maps. How will Directory users and State DA Operators know this?

Solution: Add an additional business listing or re-name the previous entry as:

Capitol Complex Maps

111 Main Street, Hamilton Building, Chicago 60601

312-555-6666

C. Edit Lower Level Headings and Business Listings

1. Click “Edit” link on the Business Listing to be modified.

Search Results Save/Print			
Show	10	entries	Filter:
Description	Contact Information	Published	Action
[blank line]		True	Edit Delete Create
Office of The Director		True	Edit Delete Create
Director	Tyrrell, Tom 401 S Spring Stratton Bldg - RM 715 Springfield, IL 62706-4100 (217) 782-2141	True	Edit Delete Create
Special Assistant	Armstrong, Marcia 401 S Spring	True	Edit Delete Create

2. The following pop-up will appear:

Edit Business Listing

Blank Line

Shaded Line

Indent

☐ Yes
 ☒ No

☐ Yes
 ☒ No

2

Description

Most Important Department

Position After

Special Assistant

Person

Address

238 St Rte 26 Lacon

Country Code

USA/Canada

Phone Number

(111) 111-1111

Phone Extension

Phone Type

Work Phone

Published

☐ Yes
 ☒ No

Save

Close

Make needed changes in the Business Listing.

- Click “Save” button. System returns to the main “Business Listing” screen where saved data can be reviewed.

Maintain Business Listing

Save is successful.

Each agency establishes its own publication policy - i.e. which staff may (or may not) have information published in the SOI Directory. The designated Coordinator controls his/her agency's published information.

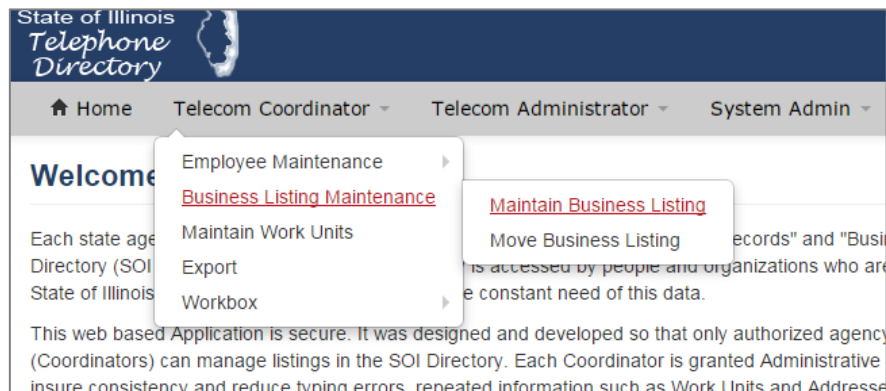
Coordinators may Add/Create Business Listing records, Edit Business Listing records, Publish Business Listing records.

Agency *

Business Category *

D. Re-Organize/Re-Order Lower Level Headings and Business Listings

- Click “Business Listing” link on left side of the page.



- The following screen will appear:

State of Illinois Telephone Directory

Home Telecom Coordinator Telecom Administrator System Admin Log Off

Maintain Business Listing

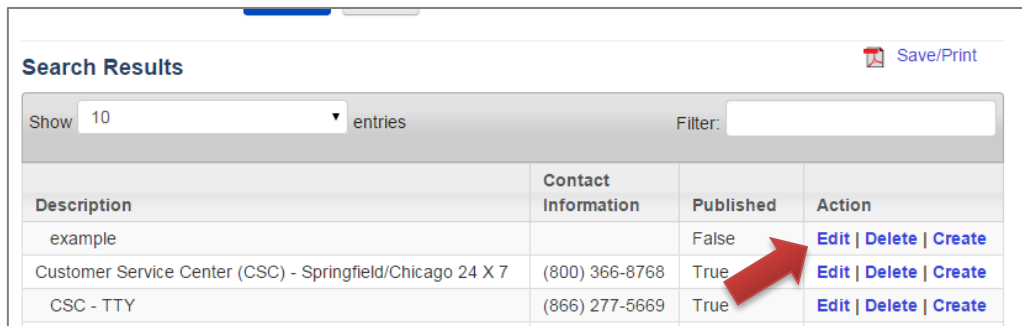
Each agency establishes its own publication policy - i.e. which staff may (or may not) have information published in the SOI Directory. The designated Coordinator controls his/her agency's published information.


Coordinators may Add/Create Business Listing records, Edit Business Listing records, Publish Business Listing records.

Agency *

Business Category *

3. Click “Edit” link on the right-hand side of the screen.

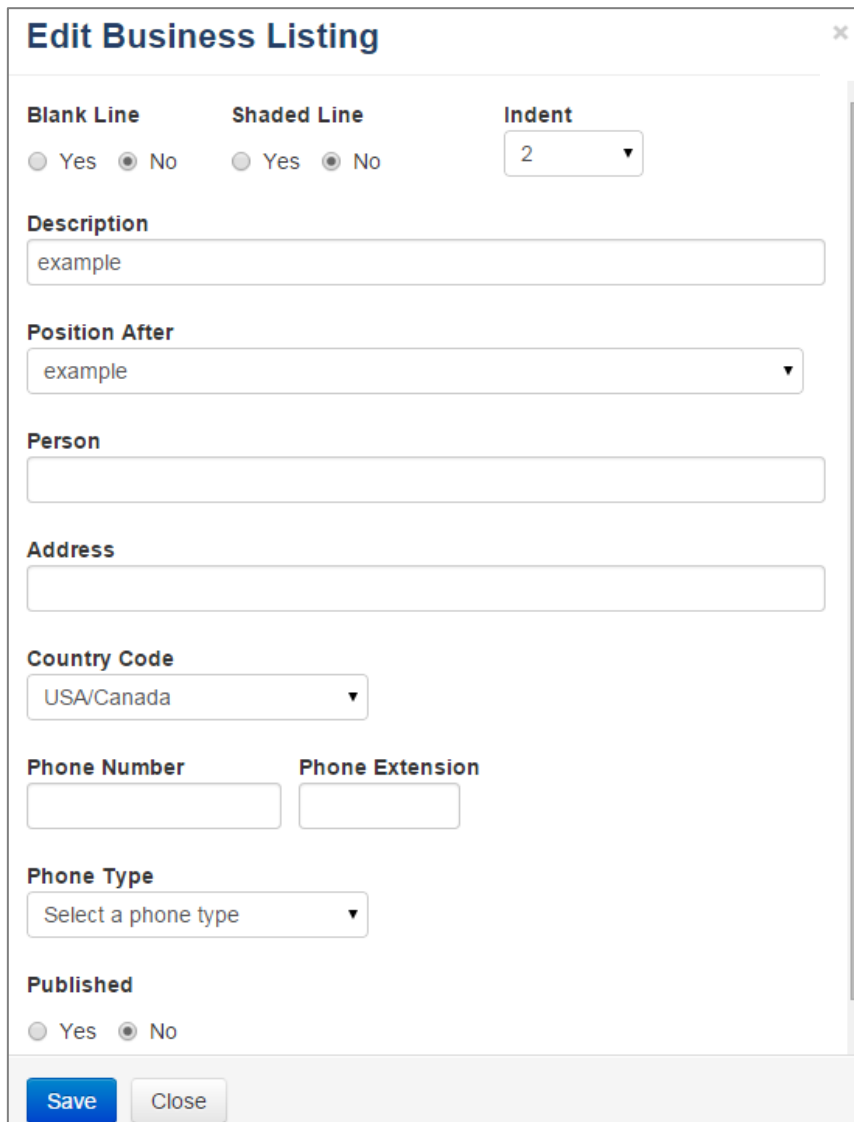



Search Results  Save/Print

Show entries Filter:

Description	Contact Information	Published	Action
example		False	Edit Delete Create
Customer Service Center (CSC) - Springfield/Chicago 24 X 7	(800) 366-8768	True	Edit Delete Create
CSC - TTY	(866) 277-5669	True	Edit Delete Create

4. Select the desired Top Level Heading where re-organization will occur. The following screen will appear:



Edit Business Listing 

Blank Line ☐ Yes ☒ No **Shaded Line** ☐ Yes ☒ No **Indent**

Description

Position After

Person

Address

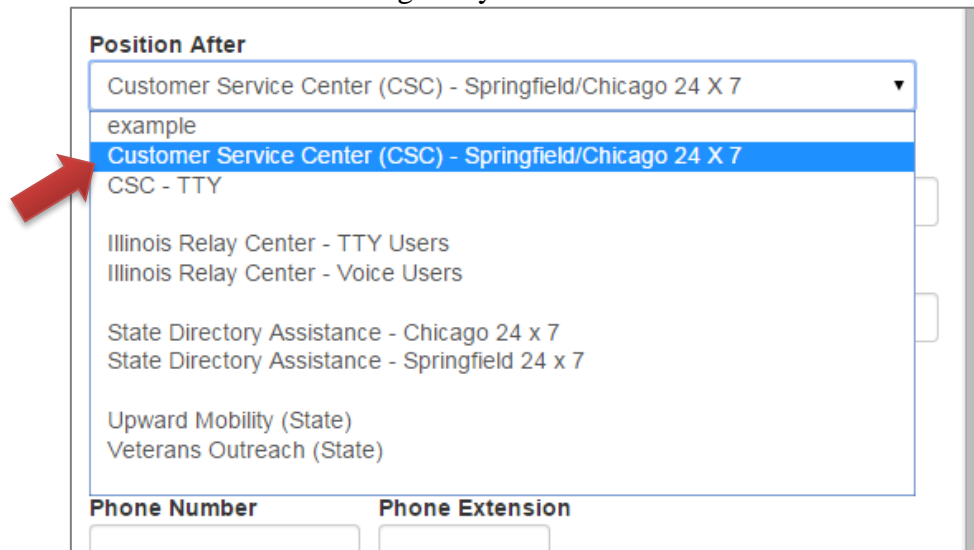
Country Code

Phone Number **Phone Extension**

Phone Type

Published
☐ Yes ☒ No

5. Select the Business Listing that you want it to be listed after:



Position After

Customer Service Center (CSC) - Springfield/Chicago 24 X 7 ▼

example

Customer Service Center (CSC) - Springfield/Chicago 24 X 7

CSC - TTY

Illinois Relay Center - TTY Users

Illinois Relay Center - Voice Users

State Directory Assistance - Chicago 24 x 7

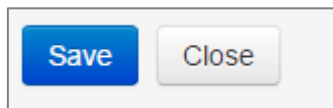
State Directory Assistance - Springfield 24 x 7

Upward Mobility (State)

Veterans Outreach (State)


Phone Number **Phone Extension**

6. Click on the “Save” button to save the Business Listing’s new position on the list.



Save **Close**

7. The following pop-up message will appear; note the changed position order of the two Business Listings:

Search Results  Save/Print

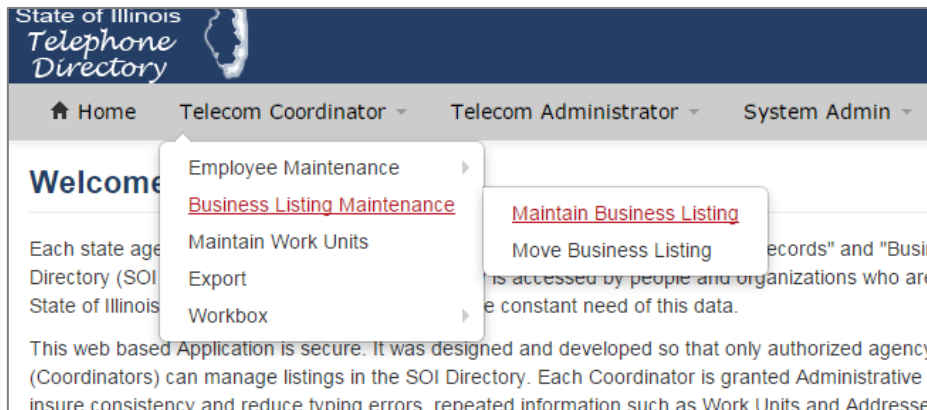
Show 10 ▼ entries Filter:

Description	Contact Information	Published	Action
Customer Service Center (CSC) - Springfield/Chicago 24 X 7	(800) 366-8768	True	Edit Delete Create
example		False	Edit Delete Create
CSC - TTY	(866) 277-5669	True	Edit Delete Create

Note: When a Heading/Business Listing (and its indented sub-entries) is/are moved in this manner, they are positioned at the **BOTTOM** of the new *parent* Heading location. If the Listings need to be re-positioned within that category to maintain correct alphabetization, use the edit function. See **Edit Business Listing**, Section IV, C.

E. Delete Lower Level Headings and Business Listings

1. Click “Maintain Business Listing” link on the menu.



2. The following Business Listing screen will appear:

Search Results Save/Print

Show 10 entries Filter:

Description	Contact Information	Published	Action
[blank line]		True	Edit Delete Create
Office of The Director		True	Edit Delete Create
Director	Tyrrell, Tom 401 S Spring Stratton Bldg - RM 715 Springfield, IL 62706-4100 (217) 782-2141	True	Edit Delete Create
Special Assistant	Armstrong, Marcia 401 S Spring	True	Edit Delete Create

4. Click “Delete” link corresponding to the desired Business Listing. The following pop-up will appear:

Please Confirm: press 'OK' to delete this business listing; press 'Cancel' to return to the list

5. Click “OK” button and it returns to the “Maintain Business Listing” screen to view and confirm the listing(s) was/were removed.

Maintain Business Listing

Delete is successful.

Each agency establishes its own publication policy - i.e. which staff may (or may not) have in Business Listing. The designated Coordinator controls his/her agency's published information. Coordinators may Add/Create Business Listing records, Edit Business Listing records, Publish Business Listing records.

Agency*

Business Category*

V. Export

1. Select “Export” link on the menu.



2. The following screen will appear with the default selections:

A screenshot of the 'Export' screen in the State of Illinois Telephone Directory application. The header shows the logo and navigation links: Home, Telecom Coordinator, Telecom Administrator, System Admin, and Log Off. The main content area has a title 'Export' and two dropdown menus: 'Agency' with the text 'Select an agency' and 'Export Type' with the text 'People Listing'. Below the dropdowns are two buttons: 'Export' (blue) and 'Reset' (grey).

Click on the “Export” button to download either “People Listing” or “Business Listing” as an Excel file in .csv format.

VI. Workbox

A. View Audit Log

Log activity is provided to track administrative changes in the SOI Directory. During the edit process, screens identify the date a record was added, deleted, or last updated and the person responsible for the change. Also, log activity is archived and can be printed based on filter criteria.

1. Select “View Audit Log” link on the menu.



2. The following screen will appear with the default selections:

A screenshot of the 'View Audit Log' screen. The top navigation bar includes links for Home, Telecom Coordinator, Telecom Administrator, System Admin, and Log Off. The main content area has a title 'View Audit Log' and a form with the following fields: Agency (dropdown menu with 'All agencies' selected), Audit Type (dropdown menu with 'Select all audit types' selected), From Date (text input with '07/27/2015' and a calendar icon), and End Date (text input with '08/26/2015' and a calendar icon). At the bottom of the form are two buttons: 'Search' and 'Reset'.

- Click “Search.” The following screen will appear:

View Audit Log

Agency: All agencies ▼

Audit Type: Select all audit types ▼

From Date: 07/27/2015 [calendar icon]

End Date: 08/26/2015 [calendar icon]

[Search](#) [Reset](#)

Search Results

Show 10 entries Filter: [text input]

Date	Agency	User	Audit Type	Description
8/24/2015 8:27:27 AM	CMS	Hooli A Too	Change QuickSearch	QuickSearch: _test
8/24/2015 8:27:07 AM	CMS	Hooli A Too	Change QuickSearch	QuickSearch: _test
8/24/2015 8:26:39 AM	CMS	Hooli A Too	Change QuickSearch	QuickSearch: _test
8/24/2015 8:26:27 AM	CMS	Hooli A Too	Add QuickSearch	QuickSearch: test

B. People Listing Errors

- Select “People Listing Errors” link on the menu.

State of Illinois Telephone Directory

Home Telecom Coordinator ▼ Telecom Administrator ▼ System Ad

View P

There are [text] records returned. Please narrow your s

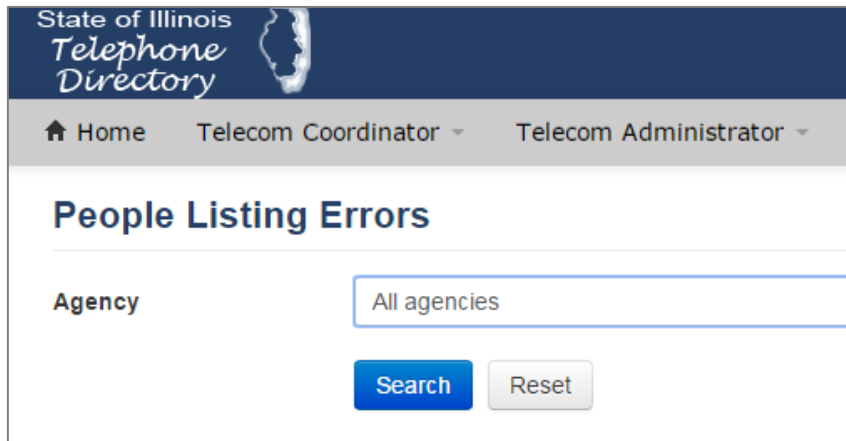
Duplicates [text] fields to make it a unique record.

Agency: All agencies

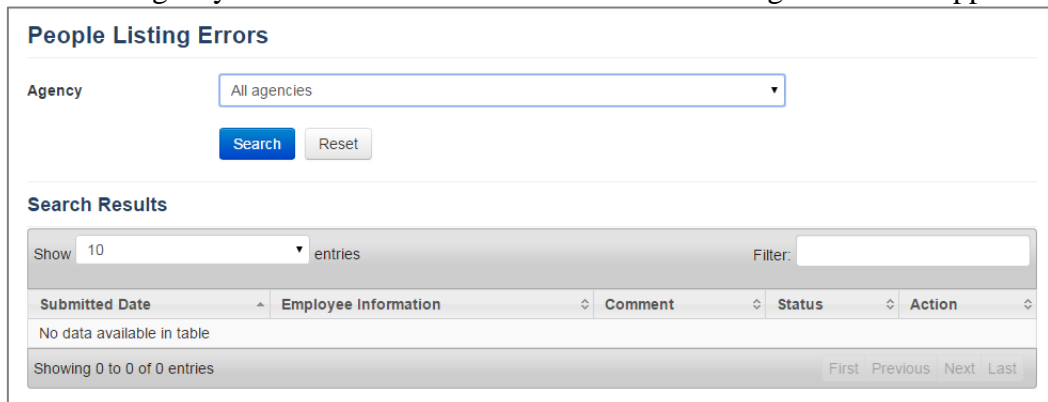
[Search](#) [Reset](#)

- Employee Maintenance
- Business Listing Maintenance
- Maintain Work Units
- Export
- [Workbox](#)
- [People Listing Errors](#)
- [View Audit Log](#)
- [View Person Duplicates](#)

- The following screen will appear:

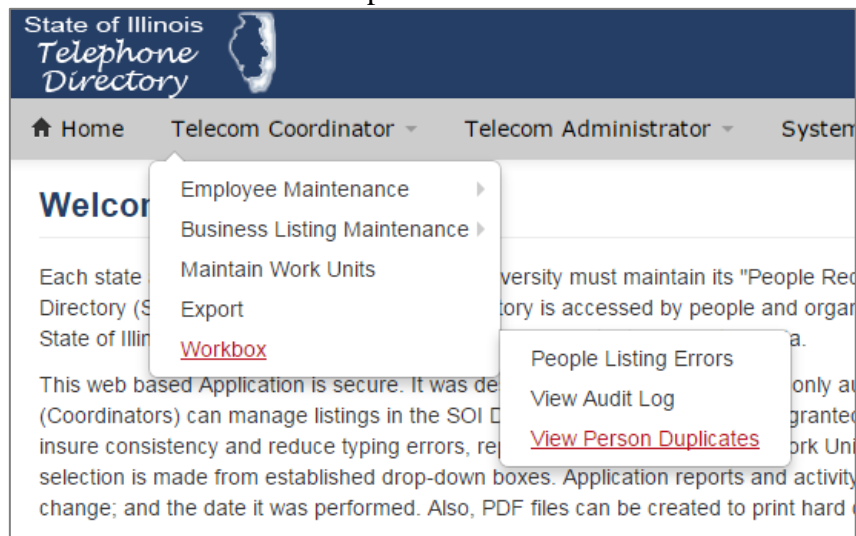


3. Select an Agency or leave it as is and click on The following screen will appear:



C. View Person Duplicates

1. Select “View Person Duplicates” link on the menu.



2. The following screen will appear:

4. Select an Agency or leave it as is and click on The following screen will appear:

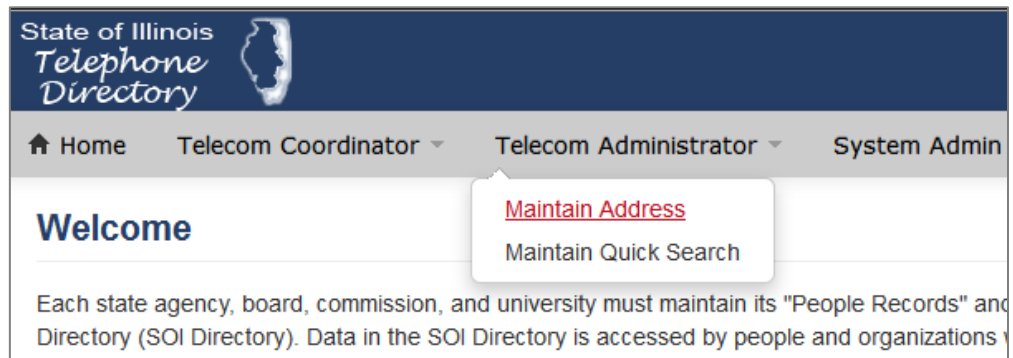
Employee Name	Agency	Work Unit
Beck, Marc	Central Management Services	BOSS-Procurement and Administration
Beck, Marc	Central Management Services	BOSS-Procurement and Administration
Jaros, David	Central Management Services	BOSS-Procurement and Administration
Jaros, David	Central Management Services	BOSS-Procurement and Administration
Anders, Marc	Central Management Services	BCCS-Internal Procurement-Warehouse
Anders, Marc	Central Management Services	Agency Services-State & Federal Surplus Property
Allen, Rhonda	Central Management Services	BCCS-Bureau Manager's Office & Administration
Allen, Rhonda	Central Management Services	BCCS-Bureau Manager's Office & Administration
Smith, Rhonda	Central Management Services	BCCS-Customer Support-End User Computing
Smith, Rhonda	Central Management Services	BCCS-Customer Support-End User Computing

VII. Telecom Administrator

A. Add Address

The Address screens and the view of the actual on-line Directory provide search results displayed in numeric order by street address, followed by building name.

1. Click on “Maintain Address” link on the menu.



2. The following screen will appear:

Maintain Address

Telecom Administrators may Add/Create Address records and Edit Address Records. Address records cannot be deleted if they are being used by a People or Business Listing.

Use the filter to search for existing addresses. You must hit [Enter] in the filter to activate the search.

Search Results [Create Address](#)

Show 10 entries Filter:

Address	Created Date	Created By	Action
Blair Hall Charleston, IL 61920-3099	07/28/2008	Unknown	Edit
Booth Library Charleston, IL 61920-3099	07/28/2008	Unknown	Edit
Box 1123 Danville, IL 61822-1123	07/28/2008	Unknown	Edit

3. Confirm that the Address does not already exist. Manually check for discrepancies – i.e. the same physical Address has two separate entries in this example. Coordinators should consolidate and clean-up such entries.
4. Click on “Create Address” link. The following screen will appear:

The screenshot shows the 'Create Address' form within the State of Illinois Telephone Directory system. The header includes the logo and navigation links: Home, Telecom Coordinator, Telecom Administrator, and System. The form fields are as follows:

- Line 1 ***: Text input field with a help icon.
- Line 2**: Text input field.
- Building Name**: Text input field.
- Room / Floor**: Text input field.
- City ***: Text input field.
- State ***: Dropdown menu with 'Illinois' selected.
- Postal Code ***: Text input field.
- Country Code ***: Dropdown menu with 'United States' selected.

At the bottom of the form are 'Save' and 'Reset' buttons, and a 'Back to List' link.

5. Enter the information and click “Save” button.

Note: Street 1, City, Postal Code and Country are mandatory fields. Building Names should be used to identify known state facilities – use Building Name field. P.O. Box Addresses should be entered in “Street 2” or “Street 3” fields. Since implementation of 911, all locations should have a street address. Enter the Room, Suite, and/or Floor information. Always designate Room, Floor, or Suite before the numeric information. The field can be used to enter both a floor and a room:

FL 8, Room 845
Floor 8, Ste. 845
Suite 15-509

The following confirmation screen will appear:

The screenshot shows the 'Maintain Address' confirmation screen. It features a green message box stating 'Save is successful.' Below this, there is a summary of user permissions: 'Telecom Administrators may Add/Create Address records and Edit People or Business Listing.' At the bottom, it provides instructions: 'Use the filter to search for existing addresses. You must hit [Enter] i'.

B. Edit Address

1. Click “Edit” link on right side of the page.

Maintain Address

Save is successful. ✕

Telecom Administrators may Add/Create Address records and Edit Address Records. Address records cannot be deleted if they are being used by a People or Business Listing.

Use the filter to search for existing addresses. You must hit [Enter] in the filter to activate the search.

Search Results [Create Address](#)

Show 10 entries Filter:

Address	Created Date	Created By	Action
Blair Hall Charleston, IL 61920-3099	07/28/2008	Unknown	Edit
Booth Library Charleston, IL 61920-3099	07/28/2008	Unknown	Edit
Box 1123	07/28/2008	Unknown	Edit

2. The following screen will appear:

Edit Address

Line 1 *

Line 2

Building Name

Room / Floor

City *

State *

Postal Code *

Country Code *

[Back to List](#)

3. Make change(s) to the form fields.

Note: Street 1, City, Zip and Country are mandatory fields. Building Names should be used to identify known state facilities. P.O. Box Addresses should be entered in “Street 2” or “Street 3” fields. Enter the Room, Suite, and/or Floor

information. Always designate Room, Floor, or Suite before the numeric information. The field can be used to enter both a floor and a room. Click “Change Address.” Since implementation of 911 addresses, all locations should have a street address.

The following confirmation screen will appear:

Maintain Address

Save is successful.

Telecom Administrators may Add/Create Address records and Edit Address Records. Address record People or Business Listing.

Use the filter to search for existing addresses. You must hit [Enter] in the filter to activate the search.

Search Results

Show 10 entries

Address	Created Date	Created
Wm G Stratton Bldg	07/25/2008	Unknown

C. Delete Address

1. Click “Maintain Address” link on the menu.

State of Illinois
Telephone
Directory

Home Telecom Coordinator Telecom Administrator System Admin

Welcome

Each state agency, board, commission, and university must maintain its "People Records" and Directory (SOI Directory). Data in the SOI Directory is accessed by people and organizations

Maintain Address
Maintain Quick Search

2. The following screen will appear:

Search Results

Show 10 entries

Filter: 100 My

Address	Created Date	Created By	Action
100 My Way Springfield, IL 62703	08/24/2015	Unknown	Edit Delete
100 My Way Springfield, IL 62703	08/24/2015	Unknown	Edit Delete

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Create Address

Use filters to narrow the search.

- Click the Delete link of the Address to be deleted. The following confirmation screen will be displayed:

Maintain Address


Delete is successful.

Telecom Administrators may Add/Create Address records and Edit Address Records for People or Business Listing.

Use the filter to search for existing addresses. You must hit [Enter] in the filter

D. Quick Search

- Click “Maintain Quick Search” link on the menu.

State of Illinois
Telephone
Directory


Home
Telecom Coordinator
Telecom Administrator
System Admin

Welcome

Each state agency, board, commission, and university must maintain its "People Records" and "Business Listing" in the SOI Directory (SOI Directory). Data in the SOI Directory is accessed by people and organizations who use the SOI Directory. State of Illinois Directory Assistance Operators have constant need of this data.

Maintain Address
[Maintain Quick Search](#)

- Click “Maintain Quick Search” link on the menu.

Maintain Quick Search

Quick Search List

[Create Quick Search](#)

Show 10 entries
Filter:

Name	Phone Number	Responsibility	Message	Action
_test	+86 (654) 654-6546	test	test	Edit Delete
Accounting Revenue (SOS)	(217) 782-6821	General Information	or 782-6823	Edit Delete
Administrative Hearings (SOS)	(217) 557-2597	General Inquiries		Edit Delete

a. Create Quick Search

- Click “Create Quick Search” link on right side of the page.

Maintain Quick Search

Quick Search List [Create Quick Search](#)

Show 10 entries Filter:

Name	Phone Number	Responsibility	Message	Action
_test	+86 (654) 654-6546	test	test	Edit Delete
Accounting Revenue (SOS)	(217) 782-6821	General Information	or 782-6823	Edit Delete
Administrative Hearings (SOS)	(217) 557-2597	General Inquiries		Edit Delete

ii. The following screen will appear:

Create Quick Search

Name *

Responsibility

Message

Address

Country Code *

Phone Number *

Phone Extension

Phone Type *

Agency

Enter the data and click on the “Save” button.

iii. The following confirmation information will be displayed:

Maintain Quick Search

Save is successful.

Quick Search List [Create Quick Search](#)

Show 10 entries Filter:

Name	Phone Number	Responsibility	Message	Action
_test	(866) 546-5465	test	test	Edit Delete

b. Edit Quick Search

i. Click “Edit” link on right side of the page.

Maintain Quick Search

Quick Search List [Create Quick Search](#)

Show 10 entries Filter:

Name	Phone Number	Responsibility	Message	Action
_test	+86 (654) 654-6546	test	test	Edit Delete
Accounting Revenue (SOS)	(217) 782-6821	General Information	or 782-6823	Edit Delete
Administrative Hearings (SOS)	(217) 557-2597	General Inquiries		Edit Delete

ii. The following screen will appear:

Edit Quick Search

Name *

Responsibility

Message

Address

Country Code *

Phone Number *

Phone Extension

Phone Type *

Agency

Edit the data and click on the “Save” button.

iv. The following confirmation information will be displayed:

Maintain Quick Search

Save is successful.

Quick Search List [Create Quick Search](#)

Show 10 entries Filter:

Name	Phone Number	Responsibility	Message	Action
_test	(866) 546-5465	test	test	Edit Delete

c. *Delete Quick Search*

i. Click “Delete” link on right side of the page.

Maintain Quick Search

Quick Search List [Create Quick Search](#)

Show 10 entries Filter:

Name	Phone Number	Responsibility	Message	Action
_test	+86 (654) 654-6546	test	test	Edit Delete
Accounting Revenue (SOS)	(217) 782-6821	General Information	or 782-6823	Edit Delete
Administrative Hearings (SOS)	(217) 557-2597	General Inquiries		Edit Delete

- ii. The following pop-up appears:

Are you sure you want to delete this Quick Search record?

[Cancel](#) [OK](#)

Click the “Ok” button to delete the record.

- iii. The following confirmation screen will be displayed:

Maintain Quick Search

Delete is successful.

Quick Search List

Show 10 entries

VII. Additional Information and Contacts

- **Portal to SOI Directory Administrative Maintenance**

Login with your trusted AD account: <https://DoITsecureqa.illinois.gov/Telephone/>

Login with your public account <https://DoITpublicqa.illinois.gov/Telephone/>

Appointment of Telecommunications Coordinators

DOIT Customer Service Center
120 West Jefferson – 2nd Floor
Springfield, IL 62702
800-366-8768
217-524-4784 [in Springfield]

Digital ID Issues

DOIT Customer Service Center
800-366-8768
Option 1-IT Help Desk
Sub-Option 3

Log-on Issues

DOIT Web Services
120 West Jefferson
Springfield, IL 62702
webservices@illinois.gov

Telecommunications Bulletins and Information

www.DoIT.illinois.gov

Training – DOIT no longer offers training classes on the SOI Directory. Departing agency Coordinators should train their replacements as part of the transition of duties. This User Guide contains complete instructions for adding, editing, and deleting Business Listings as well as People Listings. This is a self-help guide for all Coordinators in maintaining Directory listings.

Important Notes to Remember:

- **Agency Policy:** Each agency must establish its own policy regarding which employees should and should not be included in the State Telephone Directory.
- **Timing:** Changes made in the Directory are instantaneously seen in the active, published State Directory available on the State's homepage. Don't panic – any mistake can just as quickly be corrected!
- **First Things First:**
 1. Create/add Work Units – and keep Work Units updated
 2. Create new Addresses - and keep Addresses updated
 3. Maintain People Listings
 4. Maintain Business Listings
 - ✓ This the correct order of things. Coordinators must update Work Units and Addresses first. These sections become tables that create drop-down menu boxes used in completing People Records and Business Listings. In creating a People Record or Business Listing, the address cannot be typed in the field the address must be selected from the drop-down of address options. Thus, Coordinators must first add a new address into the address table before that address can be included as a part of any Directory record.
 - ✓ The same thing applies for Work Units. Add a new Work Unit into the tables. Then, when creating a People Listing, the Work Unit field is completed by selecting from the available drop-down list.
 - ✓ When creating a Business Listing, an individual's name cannot be typed in the field – a name can only be included in a Business Listing if it was first created as a People Listing and is in the drop-down list of agency staff names.
- **Printouts.** Coordinators can do a screen print of any page they are working on. However, the best way to see an actual copy of all agency entries is to log on to the published State of Illinois Telephone Directory available on the State's home page. Click on the link to the SOI Directory. In the left-hand navigation bar, click on "Printable Versions." Click to print the Business Listings of a selected agency, or click to print the People Listings of a selected agency.
- **What does "Publish" mean:** When creating a People Record, the system default is set to "Publish." This means the individual's name is available in the alphabetical search done on the published SOI Directory available on the State's home page. If the State of Illinois Directory Assistance Operators receives a call asking for contact information for that individual, they can find the name, address and phone. If you "un-check" the Publish box (located in the People Listing just below the name/address section on the page), the individual's name/address/phone cannot be found in any alphabetical search done on the published SOI Directory available on the State's home page. However, the name is available for inclusion in a Business Listing.
- **Deleting a People Record.** Coordinators cannot delete a People Record from the Directory if the name is included in a Business Listing.
 - The Business Listing cannot be edited under the People Record.
 - Open the Business Listings and make changes from that screen.
 - Remove the name from the Business Listing(s). (Leave the name field blank or select another name.) Save.
 - Re-open the People Record. The "delete" button will be active and the record can be deleted.
- **Addresses:** Addresses appear in numeric order.
 - To simplify your work, avoid address duplication.
The following are all the **same** address:
 - 100 West Main Street
 - 100 W Main Street
 - 100 West Main St
 - 100 West Main

- An Address cannot be deleted if it is used in any People Record and/or a Business Listing. Coordinators will need to do a Move Address change, or correct the People Record or Business Listing prior to deleting any specific Address. Once the Address list shows there are no People Records or Business Listings associated with the Address, the “Delete” link will be displayed and allow the Address record to be purged.
 - Let “Move Address” functionality do the work for you. Use this feature to move a large group of People Listings and/or Business Listings from one Address to another.
 - Print a list of all staff at a given address: Pretend to do a move address change. Open Addresses. Click to do a Move Address change for the desired address – do a screen print of the page that open to identify all People Records and Business Listings associated with the address.
- **Work Units:** A Work Unit cannot be deleted if there are People Listings associated to it. Edit the People Listings to change the Work Unit. Then return to the Work Unit screen and the “Delete” link should be active and allow deletion.
- **Business Listings:** Business Listings in the SOI Directory are similar to those in public phone book. They should not be a repeat of the agency’s organization chart – but contain common names of the agency’s divisions and services. While the agency’s internal staff will know what work is performed by the “Development Services Team” – the State DA Operators, general public and other state agency employees would not. Identify work groups by what function they perform or service they provide.